



**STATE OF NEW MEXICO
COMMISSION FOR DEAF AND HARD OF HEARING PERSONS**



**Susana Martinez
Governor**

**Barbara "BJ" Wood
Executive Director**

Received & Inspected

June 27, 2011

JUN 27 2011

FCC Mail Room

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2010 through May 31, 2011 CG DOCKET NO. 03-123

Dear Ms. Dortch:

The State of New Mexico Commission for Deaf and Hard of Hearing respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules.

Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of New Mexico to provide Telecommunications Relay Service for the time period June 1, 2010 to May 31, 2011. The enclosed complaint log reflects this date.

Hamilton tracks all complaints and all other customer service activity for the State of New Mexico. New Mexico's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing

No. of Copies rec'd 0
List ABCDE

- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of one complaint regarding equal access in which the carriers involved are still working to become a carrier through relay.

Relay New Mexico has received a total of 21 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2010 through May 31, 2011.

Of the 21 total complaints in New Mexico, ten of them are from the same relay user who has had difficulty understanding what relay is and how to best use the relay. Customer Service personnel have spoken with this user on several occasions to assist, but this customer still does not fully understand

telecommunications relay service. Customer Service will continue to work with this relay user.

Please feel free to contact myself at 505.881.8824 V/TTY or 505.435.9147 VP or Dixie Ziegler with Hamilton Relay at 800.618.4781 V/TTY with any questions regarding the above.

Sincerely,



Shannon E. Smith, MBA/HRM

Director of Telecommunications & Technical Assistance/Relay Administrator

Albuquerque | 2500 Louisiana NE, Suite 400 | Albuquerque, NM 87110
V/TTY: 505.881.8824 | VP: 505.435.9319 | Fax: 505.881.8831

Las Cruces | 304 W. Griggs, Suite 4 | Las Cruces, NM 88005
V: 575.525.1037 | TTY: 575.525.1027 | VP: 575.541.3403

Toll-Free: 1.800.489.8536 | **Website:** www.cdhh.state.nm.us

Relay New Mexico 2011 FCC Complaint Report

6/1/10 to 5/31/11

External Complaints-- Miscellaneous

Inquire Date 6/8/2010
Record ID 19781
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 6/8/2010
Resolution 6/8/2010

Customer stated they attempted several times to contact a specific person at the NMCDHH by their extension. Customer stated that after a couple of rings to the extension, a recording was reached that stated to enter an access code.

Customer Service placed a call to the extension and received the same message. Customer Service provided the main telephone number to the customer in order to contact NMCDHH. Customer was satisfied.

External Complaints-- Miscellaneous

Inquire Date 3/2/2011
Record ID 20001
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 3/2/2011
Resolution 3/2/2011

Representative from ATT stated that there is an issue with the 711 translation number for New Mexico. Representative stated that there is a problem when they dial 711 they are receiving a busy signal and stated its not their translation. Representative stated they cleared their lines.

Customer Service forwarded the information to the tehcnical department. Customer Service identified that they were placing test calls through a PSAP using 711 and was not reaching the relay. Customer Service also identified that their test line number was a cell phone and not a landline. Customer Service explained that the issue was not related to the relay.

Service Complaints--CA Accuracy/Spelling/Verbatim

Inquire Date 6/17/2010
Record ID 19782
Call Taken By Lead CA
CA Number 9032
Responded By Miranda
Response Date 6/17/2010
Resolution 6/17/2010

Customer stated that the CA did a "very poor job". Customer stated that the CA had several typing errors and did not keep the customer informed during the call.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 63 WPM with 97% accuracy.

Service Complaints--CA Accuracy/Spelling/Verbatim

Inquire Date 3/4/2011
Record ID 20002
Call Taken By Customer Service
Mgr
CA Number 9126
Responded By Diane
Response Date 3/4/2011
Resolution 3/4/2011

Representative form the NMCDHH stated the CA did a poor job of spelling through the call and did not handle answering machine procedure correctly. Customer stated that the Supervisor was called to the workstation and explained that the representative took too long to leave their message.

Customer Service Manager apologized and stated both CA and Supervisor would be counseled. Both CA and Supervisor were counseled and Representative was notified.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 7/2/2010
Record ID 19795
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 7/2/2010
Resolution 7/2/2010***

Customer stated when calling the relay, the customer stated she requested Speech to Speech but reached a Spanish Speech to Speech CA.

Customer stated that CA would be counseled. A profile was offered to ensure proper connect mode. Profile was implemented and CA was counseled. Customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 7/7/2010
Record ID 19799
Call Taken By Lead CA
CA Number
Responded By Candace
Response Date 7/7/2010
Resolution 7/7/2010***

Customer stated that they wanted management to be aware that they are upset that the Speech to Speech CA did not listen and leave a message as requested. Customer stated that several of the Speech to Speech CAs have not handled their calls correctly.

Lead CA apologized and forwarded the information to management. CA was counseled and customer was notified.

***Service Complaints--
Miscellaneous***

***Inquire Date 7/10/2010
Record ID 19806
Call Taken By Lead CA
CA Number 9061
Responded By Candace
Response Date 7/10/2010
Resolution 7/10/2010***

Customer stated that while during a call, they had disconnected accidentally and called back to the relay requesting the same CA, but was refused. Customer requested the same CA, as they had the information from the call that the customer disconnected.

Lead CA explained that the CA was unavailable and that any information obtained during a call is lost after the call was disconnected. Lead CA explained that the customer could hold for a specific gender of CA, but they would not have the previous call information. Customer was upset, but let the CA that received the second call process their call.

***Service Complaints--
Miscellaneous***

***Inquire Date 7/13/2010
Record ID 19809
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 7/13/2010
Resolution 7/13/2010***

Customer stated when requesting the time of day from a Speech to Speech CA, the CA stated they did not know the time and then provided the incorrect time. Customer also requested a letter concerning recent issues the customer had contacted Customer Service about.

Customer Service explained that the CA should not have provided the time of day due to variances in time zones. Customer Service stated that the customer's request of a letter would be forwarded to upper management. Customer hung up. Letter was sent to customer.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/23/2011
Record ID 20090
Call Taken By Lead CA
CA Number
Responded By Bill
Response Date 4/23/2011
Resolution 4/23/2011***

Customer stated that Hamilton Relay who is contracted for Relay New Mexico needs to have voice recognition software for STS and that they will file a request with the FCC until software is implemented.

Lead CA attempted to gather further information, but customer stated that the information needed to be forwarded to management. Customer Service Manager has attempted to contact the customer concerning their concern, but there has been no response.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/28/2011
Record ID 20092
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 4/28/2011
Resolution 4/28/2011***

Customer stated that the Supervisor was inept.

Customer Service apologized and stated that the Supervisor would be counseled. Supervisor was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/28/2011
Record ID 20091
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 4/28/2011
Resolution 4/28/2011***

Customer stated they were asked to provide their long distance company when attempting to place a call through the relay. Customer stated they were calling from their cell phone.

Customer Service apologized and offered a profile to ensure their cell phone was recognized correctly. Profile was implemented and customer was notified.

***Service Complaints--Poor Vocal
Clarity/Enunciation***

***Inquire Date 7/11/2010
Record ID 19805
Call Taken By Lead CA
CA Number 9081
Responded By Candace
Response Date 7/11/2010
Resolution 7/11/2010***

Customer stated that the Speech to Speech CA did not have vocal clarity. Customer stated that it sounded like the CA was tired and had poor grammar. Customer stated that the CA announced her call as a speech disabled user, but customer had explained to the CA that they were deaf/blind, but do not use assistive equipment.

Lead CA apologized and stated the CA would be counseled. Profile was updated for the customer's preferred announcement. CA was counseled. Customer was still upset.

***Service Complaints--Poor Vocal
Clarity/Enunciation***

Customer stated that the CA's enunciation was inadequate and had no confidence. Customer also stated that the Supervisor was rude.

***Inquire Date 5/1/2011
Record ID 20095
Call Taken By Lead CA
CA Number
Responded By Bill
Response Date 5/1/2011
Resolution 5/1/2011***

Lead CA apologized and stated that both the CA and Supervisor would be counseled. CA and Supervisor were counseled. Customer was satisfied.

***Service Complaints--Poor Vocal
Clarity/Enunciation***

Customer stated they were having difficulty hearing the CA and requested that the CA speak up.

***Inquire Date 5/4/2011
Record ID 20098
Call Taken By Operations Mgr
CA Number 1383
Responded By Donte
Response Date 5/4/2011
Resolution 5/4/2011***

Center Manager apologized and forwarded the information to the technical department. The technical department has discovered an issue with the CA's headset. CA's headset was replaced and customer was satisfied.

***Service Complaints--Speech to
Speech call Handling Problems***

Customer stated when calling the relay, the Supervisor refused to process their call.

***Inquire Date 7/2/2010
Record ID 19796
Call Taken By Lead CA
CA Number
Responded By Miranda
Response Date 7/2/2010
Resolution 7/2/2010***

Lead CA explained that the Supervisor did not realize that the customer required Speech to Speech and thought it was voice to voice call, which is not allowed. A profile was implemented and customer requested a written letter explaining the steps to correct the issue. Letter was sent to the customer.

***Service Complaints--Speech to
Speech call Handling Problems***

Customer stated that the CA did not offer the correct explanation of Speech to Speech service.

***Inquire Date 5/20/2011
Record ID 20108
Call Taken By Supervisor
CA Number 9025
Responded By Chuck
Response Date 5/20/2011
Resolution 5/20/2011***

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

**Inquire Date 7/9/2010
Record ID 19804
Call Taken By Lead CA
CA Number
Responded By Miranda
Response Date 7/9/2010
Resolution**

Customer requested Windstream as their long distance company.

Lead CA apologized and explained that Windstream was not a participating provider through the relay. Lead CA stated that Customer Service would contact Windstream. A temporary profile was set to allow the customer to place their calls until Windstream becomes a participating provider. Customer was satisfied and Windstream has been contacted. There has been no response from Windstream at this time. As of 5/31/2011, Windstream is still not a participating provider through the relay.

**Technical Complaints--
Miscellaneous**

**Inquire Date 9/7/2010
Record ID 19838
Call Taken By Customer Service
CA Number
Responded By Ellen
Response Date 9/7/2010
Resolution 9/7/2010**

Customer stated they live in another state but dial through the relay accessing a Relay New Mexico number. Customer stated that when they dial a specific toll free number through Relay New Mexico, the call does not go through.

Customer Service apologized and explained that Relay New Mexico does not offer roaming. The toll free number was tested and discovered that it was a regional toll free number. Customer was notified and understood.

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
235711	2/2/2011	10:45:00 AM	NA	Service	NA	11090	Service - General	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 10:55:00 AM	within 24 hours	EY
236117	2/2/2011	5:30:00 PM	Phone	Service	NA	11090	Service - General	Customer reported experiencing a longer than normal wait for a captionist when trying to place calls. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/2/2011 5:40:00 PM	within 24 hours	JA
236384	2/3/2011	11:00:00 AM	Phone	Service	NA	11090	Service - General	Customer's helper inquired if there were issues with the call center. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	2/3/2011 11:10:00 AM	within 24 hours	JL